



Town Clerk: Caroline Leet

EDENBRIDGE TOWN COUNCIL

SUBJECT ACCESS REQUEST POLICY

The Data Protection Act 2018 gives the right for a data subject to apply for a copy of specific information held about them. This is known as a subject access request (SAR). The data subject may appoint someone to apply on their behalf, for example a solicitor, or member of their family.

To ensure confidentiality, the request to be made:

- In writing
- With sufficient information to locate the data requested
- With sufficient evidence to confirm their identity (See ICO website for a list of suitable forms of identity)
- Ensuring that the data subject is asking for sufficiently well-defined personal data

Once a request has been received:

- Notify the Clerk on receipt of the request
- Check that the request includes sufficient information and evidence and that the request form has been accurately filled in.
- Acknowledge safe receipt of your request within 10 working days
- Provide the information the data subject seeks within 40 days of receipt of the completed subject access request form and relevant supporting documentation.
- An extension of 2 months may be applied if notice is given to the data subject within the first month of the subject access request being made.

You will need to search emails (including archived emails), word documents, spreadsheets, databases, systems, removable media, paper records etc. The personal data must be given in permanent form except where the person agrees, it involves undue effort or isn't possible to do so.

If the request is particularly time consuming and costly, a small charge can be applied in line with ICO guidelines, in order to help cover these costs. Before implementing a fee, advice must be sought to ensure the subject access request is substantial.

Where a data subject is not satisfied with a response to a SAR, the Council must manage this as a complaint.